



Candidate Handbook



**Advocacy Training and
Development Program**

Version 02.00

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Introduction

This handbook provides you with general information about your participation in the Advocacy Training and Development Program (ATDP) and Major Training Services' (MTS) obligations to you, and your obligations to us and your fellow learners, as the appointed RTO to assist with the delivery of the face to face component of this course.

It is important to note that MTS has entered into a contract with the Department of Veteran Affairs (DVA) for the provision of our learning and assessment services. While we strive to make your learning and assessment experience with us as safe, enjoyable and rewarding as possible, any concerns you may have about your selection or nomination to participate in the ATDP programme should be addressed with the ATDP National Training Manager.

Legislation and regulation

We are obliged to conduct ourselves in accordance with a range of laws, regulations, policies and directions from the national VET regulator – the Australian Skills Quality Authority (ASQA). These are listed below.

- a. Fair Work Amendment (state referral) Act 2009
- b. Occupational Health and Safety amendment 2007
- c. Privacy Act 1988 and subsequent enhancements
- d. Privacy Amendment Act 2004
- e. Racial Discrimination Act 1975
- f. Sex Discrimination Act 1984
- g. Work Health and Safety (Transitional and Consequential Provisions) Act 2011
- h. Work Health and Safety Act 2011
- i. Age Discrimination Act 2004
- j. Child protection legislation in Australia and New Zealand 2009
- k. Copyright Act 1968
- l. Copyright Amendment (Digital Agenda) Act 2000
- m. Disability Discrimination Act 1992
- n. Disability Discrimination Amendment (Education Standards) Act 2005
- o. Disability Discrimination and Other Human Rights Bill 2009
- p. Disability Discrimination Regulations 1996
- q. Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- r. Fair Work (Registered Organisations) ACT 2009
- s. Fair Work Act 2009

- t. National Vocational Education and Training Regulator Act 2011
- u. Standards for Registered Training Organisations 2015
- v. Australian Qualifications Framework Second Edition 2013
- w. Application of the Australian Qualifications Framework Qualifications Issuance within the VET Sector National Skills Standards Council Policy Statement Version One dated March 2013
- x. Nationally Recognised Training (NRT) Logo Specifications ASQA June 2011
- y. Australian Skills Quality Authority General directions as maintained at <http://www.asqa.gov.au/about-asqa/general-directions.html>

Obligations, responsibilities and rights

Your obligations

As a participant in the ATDP program and a candidate for assessment you are required to:

- Attend all sessions and record your attendance by signing the program attendance sheet that will be available on each day of your program (by doing so you are agreeing to abide by the obligations, responsibilities and rights described in this handbook).
- Participate actively in all program activities.
- Treat all other participants and the Trainer / Assessor with respect and without discrimination, regardless of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status.
- Abide by ATDP's policy and directions relating to your responsibilities and standards of behaviour.
- Read all relevant course and training information.
- If required, meet with your Trainer / Assessor and / or the ATDP course coordinator to review your progress.
- Prepare yourself for assessment at the scheduled times.
- Submit all assessment tasks.
- Ensure all assessment products are your own work.
- Raise any concerns you may have regarding the delivery of the training program, session activities and your ability to learn with your Trainer / Assessor and / or the ATDP course coordinator.
- Notify the Trainer / Assessor of any Workplace Health and Safety issues you may identify throughout the program.
- Follow the directions of the Trainer / Assessor or the training venue coordinator in the case of an emergency.

- Advise your ATDP course coordinator, if you have any special needs or require any special adaptive equipment or support for the training course prior to the course commencement.
- Participate in the course evaluation process.

Your rights

- To be treated with respect by others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status..
- To be free from all forms of intimidation and bullying.
- To work in a safe, clean, orderly and cooperative environment.
- To have any disputes in which you are involved, settled in a fair and rational manner.
- To work and learn in a supportive environment without interference from others.
- To express and share ideas and to ask questions.
- To be treated with politeness and courtesy at all times.

Our responsibilities to you

MTS will:

- Not limit access to training or act in any way as to discriminate on the basis of religious, cultural, racial and gender differences, sexual orientation, marital status, age, disability or socio-economic status or any other criterion which is not intrinsic to good business management and professional training practice.
- Work with DVA to make sure that you have a safe and healthy learning environment.
- Provide you with a description of the unit/s of competency associated with your program.
- Treat you with respect.
- Provide opportunities to practice the skills and apply the knowledge acquired throughout the program.
- Deliver training and record the outcomes of your assessment.
- Provide you with access to your learning and assessment record on request.
- Provide training materials and recommend other resources for further learning opportunities.
- Provide you with support in preparing you for assessment and advise you where, when and how assessment will occur.
- Assess your skills and knowledge through observation and questioning using assessment tools developed for the purpose.
- Give feedback to you and develop a suitable remedial pathway, if gaps are identified.
- Provide results and regularly review the assessment process after assessment.
- Remind you of the appeals process and options for further assessments if you are unhappy with the results.

Resources

You will be provided with hard copies of the course material for the relevant level of training you are attending.

Participants are also welcome to bring along their own laptops on training days so that you can access online resources relevant to your learning and so that assessment tasks can be provided electronically for ease of completion.

Learning Support

MTS will give you every opportunity to achieve your training objectives.

Where a participant does not (or is unable) to complete any aspect of the course requirements, MTS will consult with the individual to determine provisions for completion (i.e., re-attendance, re-assessment or other options customised to suit the individual and within our ability to do so).

ATDP Trainers and Assessors

Volunteer ATDP personnel conduct much of the training associated with your course. They also provide the team of assessors who use common tools to assess competency.

All ATDP trainers and assessors hold the necessary qualifications mandated by the Standards for Registered Training Organisations (RTOs) 2015 and are committed to continuous learning and development and are subject to regular performance reviews.

Assessment

Assessment will consist of an open book knowledge quiz and an interview with ATDP Assessors. Advocates will be required to provide documentary evidence to support their claims at interview.

It is your responsibility to submit your quiz assessment on time using the agreed format and method.

The format and method will be described to you in detail at the commencement of and throughout the program.

To be deemed competent, Advocates must score at least 80% in the quiz.

You must submit your quiz assessment within the time frame described to you. Applications for an extension for submission of the quiz assessment will be considered on a case by case basis.

We aim to advise you of the outcome of assessment within 20 working days from the date the quiz assessment has been marked. This turnaround time will not apply from 20 December to 26 January.

You will be assessed as either 'Competent' or 'Not Yet Competent'. If you are assessed as Competent you will be issued a Statement of Attainment.

In exceptional circumstances and at the sole discretion of the assessor, Advocates may be allowed a second attempt at some or all of the questions. Advocates must score at least 80% in the second attempt questions. Under no circumstances will an Advocate be allowed a third attempt.

Advocates cannot re-attend an assessment session until 6 months after the initial attempt.

If you are initially assessed as Not Yet Competent (NYC), you will be offered the opportunity to address the deficiencies in your evidence. If you are unable to provide the evidence required to support an assessment of Competent you will be advised accordingly.

If gaps are identified in your skills and knowledge, MTS/ATDP will provide you and your mentor with a plan to address your development needs.

The process for appealing assessment decisions is described later in this Handbook.

We are required by the National VET Regulator to retain your assessments for a period of 6 months. We will return a marked copy of your assessment with your Statement of Attainment once you have been deemed competent.

Your Statement of Attainment

MTS will aim to ensure that your Statements of Attainment is issued within 20 working days of you being deemed competent and all other aspects of the contractual arrangement between us and DVA are satisfied.

Your Statement/s of Attainment will:

- Be signed by the Managing Director of MTS.
- Include the name, logo and national provider number of MTS, the ATDP Logo, the Nationally Recognised Training logo, course code, a certificate number, and date of you being marked competent.
- Identify you by name.
- List the units of competency achieved.

Collection of information and privacy

For reporting provision

So as to provide you with a quality service, including the accuracy of personal details contained in the Statement of Attainment issued to you and to facilitate requests you may make regarding your training and assessment record, you have provided us with certain information through The ATDP registration form which is used as our Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) compliant enrolment form.

The AVETMISS data you provided on the enrolment form is reported to the National Centre for Vocational Education Research (NCVER) as part of our RTO Registration requirements. As the custodian of the national VET administrative collections and surveys, NCVER collects and stores AVETMISS data in data centres within Australia using industry standard security technology. NCVER's privacy policy can be viewed at <https://www.ncver.edu.au/privacy.html>

In addition to the above, MTS may also disclose student personal information for statistical, regulatory and research purposes to the following third parties:

- DVA or ATDP;
- Other Commonwealth, State or Territory government departments and authorised authorities;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a Statement of Attainment or VET Qualification;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

For service purposes

As an RTO, we are required to provide information about the services we have provided to the National VET Regulator, ASQA, regarding the quality of your experience.

You will be invited to complete a Learner Questionnaire at the completion of your training and assessment. This is an opportunity for you to provide feedback on your experience during an ATDP/MTS training program and our continuous improvement. Statistics obtained from Learner Questionnaires are also provided to the Regulator. We confirm that information provided to the Regulator will not contain any personal information.

In addition to the above, you may also be contacted by NCVER to complete an on-line survey about the training you completed for this program. Our Privacy Statement has been included on our website at <https://www.majortraining.com.au/privacy-statement>

Accessing your records

If in the future you wish to access and / or correct any information held by MTS, please email admin@majortraining.com.au.

You will be asked to verify your identity and to provide certain information that will assist us in locating your records.

Complaints and appeals procedures

MTS and ATDP are committed to providing you with a quality training experience and assessment service.

Should you wish to make a complaint about our service delivery or appeal against an assessment decision, discuss this with your Trainer / Assessor first. We would aim to resolve any issues you may have immediately.

If your complaint or appeal is not resolved by the Trainer Assessor through this informal process then raise your concerns with the ATDP National Training Manager who will initiate the procedure below.

If it is found that the candidate has been improperly enrolled in the program and has not been sponsored by a recognised ESO, the candidate's enrolment is terminated.

When a complaint has been received in the required format, the following actions are adopted:

1. Your sponsoring ESO will be notified that you have made a complaint and it will be provided with a copy of your complaint and ATDP actions so far.
2. Major Training Services will be notified and provided with the same material.
3. A meeting will be conducted between a person representing ATDP, MTS, your ESO and yourself by an approved method. All the parties will have the opportunity to discuss all aspects of the events to date and seek to obtain a solution which suits all parties without breaching the Standards for Registered Training Organisations or compromising the outcomes of the training program.
4. Where no agreement can be reached, which meets the above, the candidate may take their complaint to the Australian Skills Quality Authority (ASQA). www.asqa.gov.au

We suggest that you record the nature of your complaint or appeal in writing with as much detail as possible and that you raise your complaint or appeal within one month of the incident. MTS has a Complaints form on their website at www.majortraining.com.au.

On receipt of a complaint or appeal from ATDP, we will acknowledge this in writing, review the circumstances around your complaint and work with you and ATDP to achieve a satisfactory outcome.

Access and Equity

MTS establishes the needs of our client organisations through proposals and responses to requests for offer and entering into formal agreements with them.

We are committed in providing all students with equal opportunity to pursue their training and development. This policy and procedure is used by MTS to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf.

Policy and Procedure

- 1) MTS will, where possible, remove barriers and open-up developmental opportunities for all students by creating a training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour.
- 2) All students will receive fair and equitable treatment in all aspects of training without regard to political affiliation, race, colour, religion, national origin, sex, marital status, or physical, intellectual and/or mental disability.
- 3) A person with a disability may be excluded under this policy if the disability could cause occupational health and safety risks to the person and / or other students.
- 4) All trainers / assessors are responsible for observing and being advocates for the policy.

Plagiarism

What is plagiarism?

Plagiarism is the presentation by a participant of an assignment or assessment task that has been copied in whole or in part from another participant's work, or from any other source (e.g. published books or periodicals or internet sites) without proper acknowledgment.

All assignments or assessment tasks must be your own work. Plagiarism is not acceptable and all suspected cases will be investigated.

There are numerous web based resources for learning how to reference your work correctly.

Consequences of plagiarism

Once a case of plagiarism has been proved, MTS may elect to take one or more of the following actions:

- 1) Raise the matter with ATDP.

- 2) Record the matter on appropriate records.
- 3) Mark the submitted assignment / assessment task with a zero grade and allow a resubmission.
- 4) Mark the submitted assignment / assessment task with a zero grade and NOT allow a resubmission; and / or suspend the person from the program for a defined period of time up to and including permanent suspension.

Fees and refunds

The fees associated with your participation in the ATDP program are funded through DVA.

We can, on request, re-issue a replacement SOA - cost on application.



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